# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:4782
ANSWERED ON:27.04.2005
INFLATED MTNL BILLS
Jha Shri Raghunath

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether the Government has received complaints regarding inflated bills sent by the MTNL;

(b) if so, the facts thereof;

(c) whether there is any proposal under the consideration of the Government to inquire into the matter and refund the excess money charged from the consumers of the MTNL; and

(d) if so, the details thereof?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) The excess billing complaints received from customers are approximately 0.12% of the bills issued which is very near to the norms prescribed by TRAI (i.e. 0.1%).

(c) & (d) No Sir, however, MTNL is having a system of analyzing the excess billing complaints and refunds are being given in genuine cases.